

**Deborah.Easterling**

239041

**From:** Deborah.Easterling  
**Sent:** Thursday, September 06, 2012 9:52 AM  
**To:** 'Laura Latimer'  
**Subject:** RE: Protest\_Letter

9-6-12 de

Dear Ms. Latimer,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

-----Original Message-----

From: Laura Latimer [<mailto:llatimer@comporium.net>]  
Sent: Wednesday, September 05, 2012 3:38 PM  
To: PSC\_Contact  
Subject: Protest\_Letter

Protest\_Letter

The attached file is the filled-out form. Please open it to review the data.

**RECEIVED**

SEP 06 2012

PSC SC  
MAIL / DMS



\* Required Fields

Date: \* September 5, 2012

**Letter of Protest**  
**in Docket** 2012 - 177 - ws

**Print**

**Email**

**Protestant Information:**

Name \* Laura Latimer

Mailing Address \* 11138 Scullers Run

City, State Zip \* Tega Cay, SC 29708 Phone \* 803-547-8873

E-mail llatimer@comporium.net

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I am a customer of TCWS.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

When I moved here ten years ago from Maryland, I was shocked at the cost of water/wastewater here. It was over three times more! Since then I have had notices of a high lead content in my water and one month received no water bill at all, but had a quick notice that my water would be shut off in 24 hours if not paid. Upon calling their customer service, instead of being helpful, I was treated rudely. I would hate to think if I had any more serious of an issue. It is absurd after years of increases that improvements were finally made to our system and now the company is requesting a 67% increase to pay for it. What exactly were the other substantial increases for then? Please send a message to these companies that we all rely on, that bad management, bad business and poor customer service are not rewarded.

**3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? \***

No